

# ERICA KAROUK

## CURRICULUM VITAE

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### KEY SKILLS

- I am a confident communicator with proven ability translating face-to-face, over the phone or through popular translating systems such as Smartling.
- Ability to produce professional business documents with compelling narratives (like trends, comparisons, rank orders, etc.) and uses effective visualisation methods and aesthetically appealing for the users.
- Proficient in most popular computer programs including: Microsoft Office (particularly Excel, Word and PowerPoint) Quickbooks, Xero, Google Drive package with ample experience creating business focused documents.
- Full UK Drivers Licence

### LANGUAGES

Portuguese - Native fluency

English - Fluent

Spanish - Fluent

### VOLUNTARY WORK

April 2020 - Current - Online Translation at Coursera Inc.

As part of the Global Translator Community (GTC) at Coursera, I helped the team to translate from videos into subtitles a diverse selection of educational topics using the program **Smartling** as a cloud-based translation system.

### EDUCATION AND FURTHER TRAINING

Oct 2013 – Nov 2017 Diploma of Higher Education in Business

Issued by The Open University

Including in-depth learning on the subjects of Business organisations and their environments, Personal Finance and Retail management.

May 2022 - Certificate in Data Protection and Safeguarding Vulnerable People

Issued by High Speed Training

# WORK EXPERIENCE

Nov 2014 - Current

## VA, Interpreter and Translator - Self-Employed

In this role, I work as a freelance personal assistant helping private clients and companies with translations and everyday administrative tasks. I am often hired to interpret and translate for government agencies including the HM Courts, Schools, Tribunals, local councils, Social Services, the police, the NHS and many others.

I am also often hired to help attending meetings, carrying out researches, translating documents, creating and paying off invoices, bookkeeping, with payroll etc;

March 2020 - Current

## Office administrator at Blake Chartered Surveyors:

I took this part-time admin position during lockdown. My key duties include: assisting the director with the day-to-day administration duties, creating and submitting invoices, updating client's information, responding to quote requests and emails, answering the phone and creating business focused documents.

Sep 2013 To Nov 2014 -

## Personal Assistant At Baqus Construction &

I had a diverse and energetic role in this Building Surveying office where I needed to demonstrate flexibility to carry out a wide range of tasks. Diplomacy to assist employees at all levels or seniorship and a great capacity for multi-tasking was also essential in this role. Some of my main tasks in this role were:

- Managing the directors' and surveyors' diaries: arranging travels, meetings, etc.
- Preparing documents such as reports, presentations, meeting minutes, contracts, letters and other documents specific to the construction industry.
- Representing the company at networking events and building strong relationships with the local community.

Unfortunately I was made redundant at this position because the office moved to Winchester which I thought was too far for me to commute everyday.

Nov 2006 – Aug 2013

## Financial Administrator At The Mortgage Works

The Mortgage Works is a branch of Nationwide which offers specialised mortgages to landlords. I worked in this position for many years, starting with the merger of Portman Building Society and Nationwide back in 2006. There, I was responsible for receiving the mortgage applications and ensuring all documents were recorded and compliant with business regulations. Keeping products, process and systems knowledge firmly up-to-date was a vital part of this role due to the constant changes of terms & conditions and regulations.

I have left this position because I was offered the secretary job at BAQUS by a close friend and I wanted to build a set of administrative skills.